

VIRGINIA RELAY SERVICE
Customer Contact Report
(January, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	7	8	15
Relay/OSD Related			
Other			
Total Commendations	7	8	15
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate		1	1
Scope of Service			
Other (Misc)			
Total Complaints		4	4
III. Inquiries/Comments	Voice	TTY	Total
General Information	4	3	7
Outreach/Marketing			
Explain Relay	3		3
TTY Distrib/Purchase	2		2
LEC Service			
Billing/Rate	5	1	6
Computer Settings		2	2
Technical Related		1	1
Other		5	5
Total Inquiries/Comments	14	12	26
Grand Total	21	24	45